

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi  
Assignee: Siebel Systems, Inc.  
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL COMMUNICATION  
QUEUEING USING ROUTING AND ESCALATION RULES  
Serial No.: 09/895,456 Filed: June 29, 2001  
Examiner: Benny Quoc Tieu Group Art Unit: 2642  
Docket No.: SBL0012US

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Austin, Texas  
October 28, 2005

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MAIL STOP RCE  
COMMISSIONER FOR PATENTS  
P.O.BOX 1450  
ALEXANDRIA, VA 22313-1450

**REQUEST FOR CONTINUED EXAMINATION (RCE)**

Dear Sir:

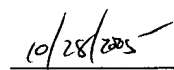
This is a Request for Continued Examination (RCE) under 37 C.F.R. § 1.114 of the above-identified application. Please consider and enter the Preliminary Amendment, which is being submitted with this request.

The RCE fee required under 37 C.F.R. § 1.17(e) is authorized in an accompanying transmittal letter. Applicants respectfully request issuance of a Notice of Allowance in light of the Preliminary Amendment which accompanies this RCE.

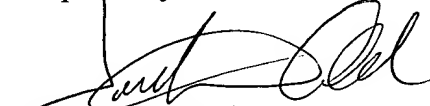
Please contact the undersigned attorney with any questions concerning this request or the above-identified patent application.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on October 28, 2005.

  
Attorney for Applicant(s)

  
Date of Signature

Respectfully submitted,

  
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